

SWC Code of Member Conduct

In order to ensure a welcoming, safe, supportive, respectful, inclusive, and non-judgmental community environment, everyone must agree to do their part. The SWC Code of Member Conduct was developed to ensure a better community experience for members and so that SWC members and staff clearly understand the expectations for conduct at all SWC programs and on the SWC premises.

If you do not follow the "SWC Code of Member Conduct", your membership may be suspended or terminated.

- **RESPECTFUL BEHAVIOR:** All members and staff will be treated with dignity and respect. It is expected that disruptions will be kept to a minimum. No member, staff person or guest will behave in a way that disrupts or interferes with the orderly conduct of an SWC dinner, program or outing; or in such a way that poses a threat to the health, safety, welfare, or well-being of members, staff, or others.
Examples: Talking during presentations, taking cell phone calls during programs and being late for scheduled programs are examples of behavior which disrupts SWC programs. Doing blood draws or injections is best done in private; please take care of these personal needs in one of our restrooms.
- **RESPECTFUL LANGUAGE:** Members shall respect other members, SWC staff and volunteers by using appropriate language. SWC strives to provide a child-friendly environment and parents have expressed concerns that inappropriate language discourages them from bringing children to SWC. The use of any language, whether written, oral or electronic, which is insulting, abusive, harassing, profane, obscene or seriously disrespectful and which demeans or degrades another person is not permitted. Language which is perceived as bullying in any way will not be tolerated by the community.
- **RESPECT FOR SWC STAFF:** Members shall respect SWC staff and volunteers with appropriate courtesy, behavior and language. Members shall not give direction to, or reprimand SWC staff or volunteers. Verbal or physical abuse or harassment of will not be tolerated. Arguing with staff or refusing to follow established procedures will not be tolerated. No Member shall request special favors, material gifts or special services from SWC staff or volunteers.
- **MAINTAINING CONFIDENTIALITY:** Members agree not to disclose information they may learn at SWC about other SWC members. Such information may include HIV status, the individual's medical condition and treatment, mental health, addiction issues, finances, living arrangements, employment, sexual orientation and other sensitive information.
- **GUESTS:** Members who bring guests to SWC activities are responsible to inform their guests of the social / behavioral expectations outlined in this code. All guests must fill out a Guest Registration Form and pay any applicable service fees. It is expected that guests will follow the same code of conduct as SWC members.
- **CHILD SUPERVISION:** Any member who brings a child under 18 to SWC dinners or programs is responsible for the child's conduct and safety while on the premises and shall supervise the child at all times. Disruptive children should be restrained or removed from the program area by the parent. A child is not allowed to go outside or leave the facility without the child's parent accompanying him or her. Parents or guardians must not ask a SWC member, staff or volunteer to supervise their children.
- **FOLLOWING POLICIES AND PROCEDURES:** SWC establishes policies, procedures, and program schedules in order to effectively provide services and meet the requirements of governance and funders. Examples are name tags, transportation ledgers, membership updates, certification requirements and food service polices. Members are required to follow established policies and procedures. Members who receive a service for which they are not eligible may be denied the service in the future. For example: bus tickets for each program are available only to reimburse each bus ride a member has actually taken to and from the SWC program.
- **VERBAL CONFLICT:** Disagreement occurs in all communities. SWC promotes peaceful resolution of conflict. If a disagreement escalates to the point of disruption of programming; or becomes loud, disrespectful, or threatening to a peaceful environment, all parties involved will be asked to leave the facility immediately.
- **ASSAULT ON AN SWC EMPLOYEE, VOLUNTEER OR MEMBER:** A Member shall not intentionally cause, attempt to cause, or threaten to cause physical injury or intentionally behave in such a way that could reasonably be construed to cause physical injury to any SWC employee, volunteer or member.
- **GOOD HYGIENE:** A member shall dress and groom to meet reasonable standards of safety, health and cleanliness and not to cause disruption or discomfort to other SWC members. Any time personal hygiene

becomes a public issue, the member identified as having an issue with hygiene will be referred to providers who are able to assist them in meeting their needs for self-care.

- **DAMAGE, DESTRUCTION OR THEFT OF SWC PROPERTY:** A member shall not intentionally cause or attempt to cause damage to SWC property, or steal or attempt to steal SWC property.
- **DAMAGE, DESTRUCTION OR THEFT OF PRIVATE PROPERTY AT SWC ACTIVITIES:** A member shall not intentionally cause or attempt to cause damage to private property, or steal or attempt to steal private property.
- **DRUGS:** SWC is a drug and alcohol free facility during programs for members. A member shall not possess, use, distribute, or be under the influence of alcohol or illegal/recreational drugs while participating in SWC programs. Alcoholic beverages may not be served or consumed on the SWC premises during programs for members. SWC reserves the right in its sole discretion to refuse services to any person who appears to be intoxicated or under the influence of any substance. Any person violating this policy will be immediately asked to leave the premises. If substance use or abuse is suspected by staff, or disclosed by the member, SWC staff will provide appropriate referral for treatment.
- **WEAPONS AND DANGEROUS INSTRUMENTS:** A member shall not possess, handle or transmit a weapon while on any SWC property or while at any SWC sponsored event. The term “weapon,” shall include, but shall not be limited to, any knife, cutting instrument, cutting tool, explosive, mace, pepper spray, nunchaku, firearm, shotgun, rifle, taser and any other tool, instrument or device capable of inflicting bodily harm or injury.
- **SMOKING:** Smoking is not permitted inside the SWC facility or while participating in SWC programs. Designated areas outside the building have been provided for smoking. This prohibition includes the use of electronic smoking devices.
- **SOLICITATION, BUYING OR SELLING AT SWC EVENTS OR ON SWC PREMISES:** No person shall post or circulate advertisements or petitions on the SWC premises without prior approval from the Executive Director. No person shall collect member contact information during SWC events for the purpose of solicitation, promotion or advertising. No person shall ask members to purchase items they are selling. No person shall use SWC activities to deliver items which were previously purchased.
- **PERSONAL PROPERTY:** Each member assumes the sole responsibility for his or her personal property and must maintain possession of personal property at all times. SWC shall not be responsible for any loss or damage to any personal property used or stored on the SWC premises.
- **USE OF SWC PROPERTY:** No member shall request use of SWC equipment, supplies, or services not normally made available for use by members. No Member shall remove any SWC property or furniture from the SWC premises or the area in which it belongs without permission of the Executive Director.
- **FEEDBACK AND SUGGESTIONS:** We value your feedback. It is our goal to address your feedback thoughtfully and quickly. Feedback cards are provided at every SWC program. Cards are forwarded to the Executive Director so they can be appropriately handled. Providing your name will enable SWC to clarify the issue with you and communicate the actions taken. You may also verbally tell us about any suggestions you may have. Since staff may forget or misinterpret verbal feedback, we ask that you convey your ideas to the Executive Director. The SWC Program Committee is also a place where suggestions or program ideas may be shared by SWC members.
- **CONSUMER GRIEVANCES:** A grievance related to services provided may be submitted to the Grievance Committee Chairperson using a “Consumer Grievance Form” (available from the SWC office and on our web site). Grievances must be in writing (but may be dictated) and must be signed by the member submitting the grievance. The Chairperson will investigate the grievance, and within one month the Grievance Committee will meet to recommend a resolution. See our Grievance Policy and Procedures on the SWC web site.
- **HARRASSMENT:** If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee, volunteer or board member of Shepherd Wellness Community you should report the incident immediately to the Executive Director. In the case where the allegation of harassment is against the Executive Director, please notify the board chair. (see the SWC web site for the name of the current board president) If Shepherd Wellness Community determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party. See the SWC web site for full SWC harassment policy.

- **ABANDONED PROPERTY:** Any personal property which is left in or on the SWC facility for one (1) month or more may be sold by SWC, with or without notice, at a public or private sale, or may be otherwise disposed of, and the proceeds, if any, shall belong to SWC.
- **PROHIBITED FAVORS, GIFTS AND GRATUITIES:** To protect integrity and encourage ethical conduct, SWC staff, volunteers or board members shall not provide special favors or gifts to members. In like manner, members shall not provide special favors, gifts or gratuities to staff, volunteers or board members. Such transactions may pose a conflict of interest, create financial dependency, present the appearance of favoritism or lead to an accusation of inappropriate conduct. Examples are: giving cash or other items of value, making loans, cashing checks, childcare services, or paying for event registrations or admissions. Gratuities or tips of any kind are not permitted.
- **PARKING:** SWC does not provide parking. All parking is on-street and regulated by the Parking Authority of Pittsburgh. Members are responsible to park their vehicles legally and to show consideration for neighborhood residents. SWC will not pay for tickets, towing or damage resulting from parking. Members should be informed about parking restrictions in Bloomfield and carefully read street signage, which are subject to change from time to time.
 - Bloomfield side streets are zoned for Residential Parking Permits from 7am -7pm.
 - Parking without a permit is restricted to 1 hour between 7am -7pm.
 - SWC handicapped spot parking are limited to 2 hours between 7am -7pm.
 - If you park on the street after 6:01pm, you should not be ticketed.
 - Moving your car within the zone will not avoid a ticket.
 - First Commonwealth Bank at Liberty & S. Millvale Streets welcomes SWC members to park in their lot Monday & Wednesday AFTER 5pm and Friday after 6:00 pm. (Please do not park earlier or SWC will lose this privilege.)
 - Metered parking is available on Liberty Avenue.
 - Meter enforcement ends at times set by the City. Please read signage when you park.

Violations of the Member Code of Conduct

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What happens when the SWC Code of Conduct is broken?

1. Reporting and documenting violations of the Code of Conduct

A "Confidential Incident Report Form" will be used to report and document incidents related to violations of the Code of Conduct. Forms are available upon request for staff use and members.

2. Acts of violence or threat of violence

Any act of violence or threat of violence cannot be tolerated. Violence and/or threats of violence will result in immediate removal from the premises and suspension from all SWC program activities.

Policies and procedures established by the SWC Board of Directors will be initiated. Depending on the nature of the specific act, the Executive Committee of the board will determine the course of action. The priority of the board is to ensure the safety of our members, staff and community.

3. Other violations

Other violations of the SWC Code of Conduct will be specific to the nature of the act. Policies and procedures established by the SWC Board of Directors will be initiated.

Some acts may result in result in immediate removal from the premises and suspension from all SWC program activities.

Other acts may result in warnings, followed by progressive interventions. A follow-up plan may be initiated to help the member be a responsible member of our safe, supportive and respectful community.

4. Not a part of the Grievance Process

Violations of the SWC Code of Conduct may be initiated in response to a complaint made by a member or in response to an incident report filed by staff, board members or volunteers.

Policies and procedures established by the SWC Board of Directors are followed in response to violations of the SWC Code of Conduct.

Violations of the SWC Code of Conduct do not involve the Consumer Grievance Process and a grievance may not be submitted in response to actions taken related to violations of the "SWC Code of Conduct". The process for members to respond to allegations of Code of Conduct violations depends on the nature of the incident and is provided to members as part of the Code of Conduct resolution process.